

Comparisons of Job Characteristics

Focus Occupation: [First-Line Supervisors of Personal Service Workers \(39-1021\)](#)

Associated Occupation: [Lodging Managers \(11-9081\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 52

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation: Lodging Managers (11-9081)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	17.5	15.2	<	Expanded education and/or training may be required
Administration and Management	8.4	16.5	14.5	<	Expanded education and/or training may be required
Clerical	7.3	14.6	9.3	<<	Extensive education and/or training may be required
Sales and Marketing	5.2	14.3	4.6	<<	Extensive education and/or training may be required
Personnel and Human Resources	5.6	13.3	10.0	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	10.6	8.1	<<	Extensive education and/or training may be required
Geography	3.9	9.0	3.5	<<	Extensive education and/or training may be required
Telecommunications	3.9	7.6	3.9	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 86

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

Associated Occupation: Lodging Managers (11-9081)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Monitoring	9.9	14.2	10.2	<<	Extensive development of skills in this area may be required
Coordination	9.1	14.1	11.6	<	A higher skill level may be required

Management of Personnel Resources	6.9	13.7	11.0	<	A higher skill level may be required
Service Orientation	7.9	13.6	10.7	<<	Extensive development of skills in this area may be required
Time Management	8.9	13.3	11.8	<	A higher skill level may be required
Negotiation	6.8	11.8	9.0	<<	Extensive development of skills in this area may be required
Persuasion	7.4	11.8	9.8	<	A higher skill level may be required
Management of Financial Resources	3.3	11.7	4.3	<<	Extensive development of skills in this area may be required
Systems Evaluation	6.4	11.4	7.9	<<	Extensive development of skills in this area may be required
Management of Material Resources	3.7	11.2	4.8	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 89			
Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021) Associated Occupation: Lodging Managers (11-9081)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Speech Recognition	9.9	14.0	10.7	<<	Extensive improvement in abilities may be required
Problem Sensitivity	11.1	13.4	12.3	0	Current ability level may be sufficient
Written Expression	9.8	13.2	11.4	<	Some improvement in abilities may be required
Fluency of Ideas	7.6	11.2	8.8	<	Some improvement in abilities may be required
Mathematical Reasoning	6.3	10.7	4.7	<<	Extensive improvement in abilities may be required
Originality	7.6	10.5	8.6	<	Some improvement in abilities may be required
Flexibility of Closure	7.8	10.0	7.1	<<	Extensive improvement in abilities may be required
Speed of Closure	5.9	8.7	4.6	<<	Extensive improvement in abilities may be required
Time Sharing	6.6	8.3	8.8	0	Current ability level may be sufficient
Memorization	5.6	7.5	4.4	<<	Extensive improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common	Similarity of Focus Occupation to Associated Occupation: 82
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Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)
Associated Occupation: Lodging Managers (11-9081)

Work Activities	Exclusivity of Activity
Answer customer or public inquiries	41
Assign work to staff or employees	30
Direct and coordinate activities of workers or staff	3
Explain rules, policies or regulations	48
Investigate customer complaints	67
Prepare or maintain employee records	69
Resolve customer or public complaints	54
Resolve personnel problems or grievances	68
Schedule employee work hours	60

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: First-Line Supervisors of Personal Service Workers (39-1021)
Associated Occupation: Lodging Managers (11-9081)

Tools and Technologies	Exclusivity
Computers	1
Content authoring and editing software	1
Finance accounting and enterprise resource planning ERP software	2
Industry specific software	1
Information exchange software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.